



## Privacy Notice for Service Users

This notice explains what personal data (information) we hold about you, how we collect it, process it, and how we use and may share information about you as a service user of Maples Community Care. We are required to notify you of this information under data protection legislation.

Maples Community Care Limited is a private limited company, registered in England under company number 02954347. Registered address: Boyce's Building Regent Street, Clifton, Bristol, BS8 4HU. The Data Protection Officer for Maples Community Care can be contacted via email: [dpo@maples.co.uk](mailto:dpo@maples.co.uk), by writing to us at Data Protection Officer, Maples, 2nd Floor, Verona House, 53 Filwood Road, Bristol, BS16 3RX, or by telephoning 0117 302 61 60.

Maples Community Care is the controller for the personal information we process about you, unless otherwise stated.

Maples' sister company, Maples Community Housing Limited, is registered in England under company number 03526825 at the same registered address and utilising the same contact information. Personal data is managed in the main by Maples Community Care Ltd, though some functions, such as provision and maintenance of housing, are provided by Maples Community Housing Ltd.

## Data Protection Principles

We will comply with the data protection principles when collecting and processing personal information, as set out in our data protection policy, a copy of which can be obtained by contacting [dpo@maplescare.co.uk](mailto:dpo@maplescare.co.uk).

## About the information we collect and hold.

### What Information We Collect and Hold

We collect and process personal data about you to provide care and support services. This includes:

- Contact details (e.g. name, address, telephone number)
- Date of birth
- Health and care information, including care plans and medical history
- Next of kin and emergency contact details
- Records of care provided
- Financial information where relevant to funding or payment for services
- Safeguarding information



- Equality and diversity information (e.g. ethnicity, religion, gender)
- CCTV footage (where applicable)

### Lawful Basis for Processing

We will only process your personal data as the law allows. We will use your personal information in line with the following circumstances (legal bases):

- Where we need to perform the contract for care and support services
- To comply with a legal obligation, for example in compliance with the Health and Social Care Act.
- Where it is necessary for our legitimate interests, including providing a service to you, the effective running of Maples Community Care (or those of a third party), and your interests and fundamental rights do not override those
- When required to carry out a task in the public interest or for your safety.

The table set out in the Schedule below summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

### Sharing Your Information

We may share your information with the following organisations where necessary for your care or as required by law:

- *Other parts of the health and care system (NHS and healthcare professionals ) as relevant to your care.*
- *Local Authorities*
- *Organisations or people who you have a legal relationship with, for example, Power of Attorney, or Deputyship.*
- *Our solicitors when we need advice in relation to the contract we hold with you, or supporting authorities, or in connection with your tenancy/license.*
- *Third-party organisations like Access Social Care, our digital health care records system.*
- *Your family or friends (with your permission.)*
- *Organisations we have a legal obligation to share information with, such as for and safeguarding purposes.*
  - *Care Quality Commission (CQC).*
- *Activity organisers, complementary therapists or training partners (with your permission.*
- *The police or other law enforcement agencies.*
- *Social workers and case managers*
- *Emergency services*
- *Legal representatives*



### Where Information May Be Held

Information may be held at our offices and those of third-party agencies, service providers, representatives and agents.

### How Long We Keep Your Information

We keep your information for as long as necessary to provide care and support services and to comply with legal and regulatory requirements. Further details are available in our [Data Retention Policy](#).

### Your Rights Under the General Data Protection Regulation

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.

Under the General Data Protection Regulation, you have the following qualified rights:

Your **right to be informed** - Individuals have the right to be informed about the collection and use of their personal data.

Your **right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

Your **right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

Your **right to erasure** - You have the right to ask us to delete your personal information. You can read more about this right here. You have the right to ask for the information we hold and process on you to be erased (the ‘right to be forgotten’) where we are not otherwise legally obliged to retain this information. The DPO will provide you with further information about the right to be forgotten if you ask for it.

Your right to **restriction of processing** - You have the right to ask us to limit how we can use your personal information.

Your right to **object to processing** - You have the right to object to the processing of your personal data.



Your **right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

Your **right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

***Rights related to automated decision-making including profiling:***

The UK GDPR has provisions on automated individual decision-making (making a decision solely by automated means without any human involvement); and profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process. Maples do not currently use any automated decision-making processes and will notify you if this changes.

Please contact our DPO using the details at the top of this notice if you would like to exercise any of your rights, or if you have any questions about this notice.

**Keeping Your Personal Information Secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it.

Our website uses basic tracking cookies solely for the purpose of monitoring web traffic and improving our site. These cookies do not collect personal data and are not used for marketing or profiling.

**How to Complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this notice. If you remain unhappy, you can also complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

**The Schedule**

**About the Information we collect and hold – Service Users**

The information we collect	Why we collect the information and How We May User or Share The Information
Your name, contact details (i.e. address, home and mobile numbers, email address) and emergency contacts (i.e. name, relationship, home, and mobile phone numbers)	To provide you with care and support using accurate and up-to-date information (Legal basis: Legitimate interests, Contractual necessity) Internal use for providing care and support, managing services, and complying with legal obligations
Details of how you pay us for your care or your funding arrangements	To manage health and social care services (Legal basis: Contractual necessity, Legitimate interests) To ensure your support is appropriately funded
Health and social care information about you, which might include both your physical and mental health data. This includes information provided by other services that may be working with you, e.g., health and care workers, voluntary agencies	To comply with legal obligations (Legal basis: Legal obligation, Vital interests) To provide person-centred care and support using accurate and up-to-date information (Legal basis: Legitimate interests, Contractual necessity) To inform your care plan, support any needs you may have and share information with other health or care authorities in limited circumstances to support your health and ensure your safety.
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information	To comply with our legal obligations Information may be shared with the home office
Information about your race, ethnic origin, sexual orientation or religion to support us in delivering a person-centred service	To comply with our legal obligation and inform your care and support.
Daily diaries, support plans, and risk assessments Information about meetings we have with you and/or that are about your support (e.g., planning activities, Best Interests meetings)	To deliver your care and support  Internally to plan your care and support, and sometimes sharing with health and care professionals
Your use of public social media (only in very limited circumstances, and to check specific risks for specific functions within our organisation; you will be notified separately if this is to occur)	For safeguarding purposes, security vetting and investigating complaints and allegations of criminal offences As part of investigations by regulatory bodies, or in connection with legal proceedings on request To protect and carry out our legitimate interests (see adjacent column)
Sensitive personal data including information provided by you about your race, nationality, or ethnic origin, religious, philosophical, or moral beliefs, or your sexual orientation,	In limited circumstances, with explicit written consent, when needed to respond to legal claims, or to protect your interests or someone else's interests. To comply with our legal obligations under the Equality Act 2010. To support us in delivering a service to you.
CCTV footage	In limited circumstances, for safeguarding purposes, in response to a request from law enforcement or to support an insurance claim. To ensure physical safety of staff, members of the public and service users.



Data is retained only for as long as is required to meet the purpose(s) for which it is collected and processed. For more detailed information, including our [data retention schedule](#), please either follow the link or contact [dpo@maplescare.co.uk](mailto:dpo@maplescare.co.uk)

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing.

\* Further details on how we handle sensitive personal information are set out in our Data Protection & Information Security Policy and Procedure. This is available on request by contacting our DPO [dpo@maplescare.co.uk](mailto:dpo@maplescare.co.uk).